



SERVIZIO SANITARIO REGIONALE
EMILIA-ROMAGNA
Azienda Unità Sanitaria Locale di Parma

SERVICE CHARTER INTEGRATED ASSISTANCE DEPARTMENT OF MENTAL HEALTH AND PATHOLOGICAL ADDICTIONS (DAI-SMDP)

Drafting by Quality and Accreditation Staff DAI-SMDP

Latest update: April 2022

Translation by the students of the Liceo Scientifico "G. Marconi" in Parma
as part of the PCTO (Work-Based Learning, Transversal Skills and Orientation)

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The **Integrated Welfare Department of Mental Health and Pathological Addictions** (DAI-SMDP) deals with the protection of mental health and the fight against pathological addictions for the entire population of the province of Parma. It consists of three areas:

- **Neuropsychiatry of childhood and adolescence**, for children and young people aged 0-17 and their families;
- **Adult Mental Health**, for people over the age of 18;
- **Pathological Addictions** with target population aged 15 to 64 years.

The **headquarters of the DAI-SMDP management are in Largo Palli 1b, 43126 Parma**. The Director receives by appointment (0521.396624 - segreteriaadm@ausl.pr.it) during the opening hours to the public (Monday to Thursday 8.00-17.00; Friday 8.00 - 14.00).

The Service Charter of the DAI-SMDP is intended to be an information tool aimed at all citizens and is intended to represent the map of services to guide users and family members, healthcare professionals, institutions and all those interested in mental health.

RIGHTS OF CITIZENS

- receive the health care provided for by the Essential Levels of Assistance within the National Health Service
- be assisted and cared for, in safe conditions, respecting the dignity of the person, their will and cultural, philosophical and religious beliefs
- receive all information relating to services, access methods, waiting times and the various welfare and social security schemes
- obtain clear and complete information about their state of health, diagnosis, care and available health treatments in order to be able to express valid consent or dissent
- have guaranteed respect for their privacy and confidentiality during health, diagnostic and therapeutic practices
- receive pain control therapies
- being able to have a loved one close to you during hospitalization
- submit complaints, suggestions, praise.

DUTIES OF CITIZENS

- given consent, cooperate with health care so that it can be carried out appropriately, effectively and efficiently as well as in safe conditions, respecting the dignity of the person
- assume their responsibilities in case of refusal of consent to treatment
- give all the information necessary for care about their state of health and the treatments carried out, providing the health documentation in their possession
- respect the professional and personal dignity of the health care worker, maintaining conduct that is polite and appropriate to the context of care
- arrange for the payment of the participation fees (taxes, fees and other forms) or cancel at least 48 hours in advance the visits and the services booked that cannot be carried out. Failure to cancel involves the sanction of payment of the fees
- comply with timetables, methods of access, visits and regulations of the Services
- respect other users and family members, gender and their cultural, philosophical and religious beliefs
- guarantee respect for confidentiality and privacy, absolutely avoiding the dissemination of images, recordings, writings and any other unauthorized method.

PRIVACY PROTECTION

- The confidentiality of personal data, in particular "sensitive" data, is guaranteed by the rules contained in the Privacy Code, which provides that the processing of personal data is carried out in compliance with the fundamental rights and freedoms of each individual, as well as the dignity of each, with particular reference to the confidentiality of information and personal identity
- the processing of personal data is therefore based on principles of correctness, lawfulness, legitimacy, indispensability, relevance and not excess with respect to the purposes for which the data are collected
- the Integrated Welfare Department of Mental Health and Pathological Addictions of Parma, as the data controller, undertakes to implement the appropriate measures to ensure the implementation of the Privacy Code
- consent to the processing of data is a different act from consent to the acceptance of the healthcare service
- the personal data of citizens who access the company structures are exclusively processed for institutional purposes.

SUGGESTIONS, COMPLAINTS AND PRAISE

The Integrated Welfare Department of Mental Health and Pathological Addictions promotes communication and information with citizens also through the corporate and district Public Relations Offices (URP). Suggestions, complaints and praise can be presented in person at the URP offices.

URP Distretto di Parma	strada del Quartiere, 2/APA Parma-43125 (PR)	Tel. 0521.393808 URPParma@ausl.pr.it
URP Distretto Ospedale di Fidenza	via Don Enrico Tincati, 5 Località Vaio. Fidenza - 43036 (PR)	Tel. 0524.515538 URPFidenza@ausl.pr.it
URP Distretto Sud-Est	via Roma, 42/1 Langhirano - 43013 (PR)	Tel. 0521.865324 URPLanghirano@ausl.pr.it
URP Distretto Valli Taro e Ceno Ospedale S. Maria di Borgo Val di Taro	via Benefattori, 12. Borgo Val di Taro-43043 (PR)	Tel. 0525.970306 URPBorgotaro@ausl.pr.it

NEUROPSYCHIATRY OF CHILDHOOD AND ADOLESCENCE

Childhood and Adolescence Neuropsychiatry (NPIA) deals with children and adolescents with psychological, neurological and psychiatric difficulties or disorders; carries out prevention, diagnosis, therapy and rehabilitation activities for children and adolescents up to the age of eighteen.

In each Health District of the AUSL of Parma there is a Centre for Child Neuropsychiatry (CNPIA), the central node of the entire network of NPIA services. At the CNPIA in Parma, a dedicated team is provided for children aged 12 and older (Centre for Adolescents and Young Ages).

In Parma there is also the Centre for the Diagnosis, Treatment and Study of Communication and Socialization Disorders, which is the operational headquarters of the provincial team for autism spectrum disorders and a place of coordination between Parma Ausl, the Municipality of Parma, the University of Parma and the Provincial School Office.

The CNPIA can make use, when necessary, of the "San Polo" supra-corporate residential structure.

CENTERS FOR NEUROPSYCHIATRY OF CHILDHOOD AND ADOLESCENCE (CNPIA)

The NPIA services carry out reception, evaluation and care functions, upon sending and in collaboration with Pediatricians and General Practitioners.

Taking charge at the CNPIA involves sharing and drafting the treatment plan, including medical, pharmacological, psychotherapeutic and rehabilitative interventions aimed at addressing the specific needs of the child / adolescent, taking into account individual, family and network resources.

How to access services

- First neuropsychiatric and psychological visits:
it is advisable to contact the Pediatrician or General Practitioner, who may request a specialist visit to our services. With the request of the Pediatrician or the General Practitioner, the visit is booked through the CUP. It is advisable to book the visit in the service of your health district of residence.
However, it is also possible to go directly to the Childhood and Adolescence Neuropsychiatry Centers in the area of residence: in this case the operators will evaluate the most suitable intervention method, always recommending to contact the Pediatrician or General Practitioner for the his involvement.
- Control visits: they are agreed directly with the service operators.
- Consultations requested by other services (Mental Health Centers, Motor Rehabilitation Service of the developmental age, Public Health, Social Services, by the Hospital...): they are agreed directly with the service operators.

Multi-professional team

In each CNPIA the first visit is always carried out by a Child Neuropsychiatrist or a Psychologist. For diagnosis and management, the multi-professional team also consists of speech therapists, physiotherapists, neuropsychomotricists, nurses, educators, psychiatric rehabilitation technicians.

For all services, the payment of the fees is required, except for exemptions.

CENTER FOR THE DIAGNOSIS, CARE AND STUDY OF COMMUNICATION AND SOCIALIZATION DISORDERS

The Centre carries out reception, diagnosis, therapy and rehabilitation activities, meetings, training and research on the subject of Communication and Socialization Disorders. It is a place that can be used by all families and the various associations that deal with Autism Spectrum Disorders in the area, to promote and implement a global care of the person and families.

How to access: Access to the Centre takes place after the first evaluation carried out at the CNPIA.

Multi-professional team: Neuropsychiatrists, Psychologists, Neuropsychomotricists, Speech therapists, Educators.

RESIDENCE WITH INTENSIVE AND POST-ACUZIE TREATMENT FOR MINORS "SAN POLO"

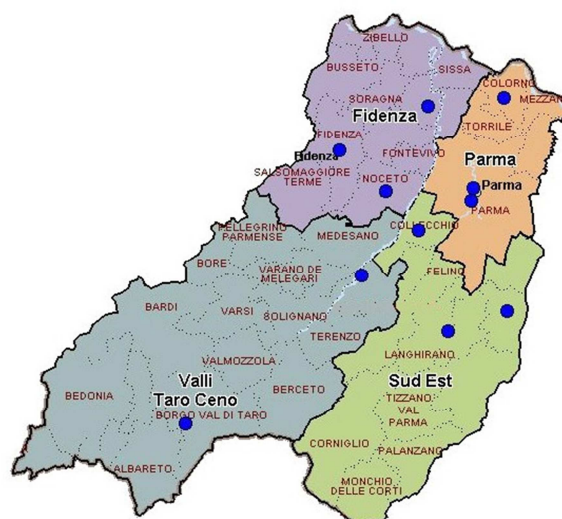
The RTI-RTP / M "San Polo" is a supra-company residential structure with 9 beds for minors (10-17 years) with psychiatric pathologies of the developmental age in the acute, subacute and post-acute phases, where diagnostic, rehabilitative and therapeutic services are provided in hospitalization.

How to access the Services

Access to the San Polo Residence for minors takes place exclusively at the request of the NPIA Service of the Local Health Authorities (Ausl) of Parma, Piacenza, Reggio Emilia and Modena which is treating the minor.

Multi-professional team

Neuropsychiatrists, Psychologists, Nurses, Educators, Psychiatric Rehabilitation Technicians, Social-Health Operators.



CENTERS FOR NEUROPSYCHIATRY OF CHILDHOOD AND ADOLESCENCE (CNPIA)			
CNPIA Parma	Sede CNPIA PARMA, Neuropsichiatria e Psicologia Clinica- Infanzia e Adolescenza	PARMA V.le Fratti, 32/1A, (c/o Casa della Salute per il Bambino e l'Adolescente)	0521.396992 0521.396943
	Sede CNPIA PARMA, Neurologia Funzionale e della Riabilitazione	PARMA V.le Fratti, 32/1A, (c/o Casa della Salute per il Bambino e l'Adolescente)	0521.396924
	Polo Ambulatoriale di Colorno	COLORNO Via Suor Maria 3	0521.316753 /54 /06 /07
CNPIA Fidenza	Sede CNPIA Fidenza e Polo ambulatoriale di Fidenza	FIDENZA Via Don Tincati 5	0524.515558
	Polo Ambulatoriale di Noceto	NOCETO P.zza C. A. Dalla Chiesa 30	0524.515558
	Polo Ambulatoriale di San Secondo	S.SECONDO P.SE P.zza Martiri della Libertà 24	0524.515558
CNPIA Sud Est	Sede CNPIA Sud Est e Polo ambulatoriale di Langhirano	LANGHIRANO Via Roma, 42/1	0521.865238
	Polo Ambulatoriale di Collecchio	COLLECCHIO Via Berlinguer, 2	0521.865238
	Polo Ambulatoriale di Traversetolo	TRAVERSETOLO Via IV Novembre, 33	0521.865238
CNPIA Valli Taro e Ceno	Sede CNPIA VALLI TARO E CENO e Polo ambulatoriale di Fornovo	FORNOVO Via Solferino, 37	0525.300431 0525.300497
	Polo Ambulatoriale di BORGOVALDITARO	BORGO VALDITARO, Via Benefattori, 12	0525.970337 0525.970200

CENTER FOR DIAGNOSIS, CARE AND STUDY OF COMMUNICATION AND SOCIALIZATION DISORDERS	
PARMA, Via Spezia, 147	0521.393700

RTI/RTP/M "San Polo"	
S.POLO DI TORRILE, P.le Pertini, 1	0521.393958

SERVICES IN AGREEMENT

FONDAZIONE BAMBINI E AUTISMO, centro operativo di FIDENZA	FIDENZA, Via Malpeli 2	Tel: 0524.524047 Fax: 0524 516289 e-mail: info@bambinieautismo.org fidenza@bambinieautismo.org
FONDAZIONE DON GNOCCHI	PARMA, Piazzale Dei Servi 3	Tel: 0521 2054 info.parma@dongnocchi.it
Centro di abilitazione KIRIKU', coop. IL CORTILE	SALSOMAGGIORE TERME, Via Salvo D'Acquisto, 21	Tel. 0524/584063 Mail: kiriku@ilcortile-salsomaggiore.it
Ospedale Privato Accreditato "MARIA LUIGIA"	MONTICELLI TERME Via Montepelato Nord, 41	0521.682511
COOP. AURORADOMUS, PROGES, CONSORZIO COOPERATIVE SOCIALI		

ADULTS MENTAL HEALTH

The services of the Adult Mental Health Area deal with the promotion of mental health and the diagnosis, treatment and rehabilitation of mental disorders in the adult population. In collaboration with local authorities, they act for the prevention of discomfort and for the promotion of the mental and social well-being of citizens.

The Adult Mental Health Area of the DAI-SMDP carries out interventions in the territorial area (Mental Health Centers, CSM), hospital area (Hospital Psychiatric Services, SPO), semi-residential and residential areas (Health and Social Health Psychiatric Residences) and at the "widespread" Day Center.

MENTAL HEALTH CENTERS (CSM)

The Mental Health Centers constitute the central node of the entire network of Adult Psychiatry services.

They carry out reception, evaluation and care functions upon sending and in collaboration with General Practitioners (GPs), to whom the psychiatrists of the CSMs provide consultancy activities, also at the "Casa della Salute" or GP clinics.

Taking charge of the CSM involves sharing and drafting, together with the person and if possible with family members, the treatment project, including medical, pharmacological, psychotherapeutic and psychosocial interventions aimed at addressing the specific needs of the person, taking into account individual, family and network resources and the person's expectations and preferences

The treatment project can include access to residential, semi-residential and hospital services: the CSM undertakes to guarantee continuity of care while maintaining ownership and responsibility for the treatment project, promoting the person's rights and social inclusion.

How to access the Mental Health Centre

Scheduled requests

Access is provided to all CSMs upon sending by the General Practitioner, with CUP reservation.

Citizens or their family members can in any case contact the Service directly: in this case, the CSM operators, having analysed the application, evaluate the most appropriate methods of intervention, advising to notify the General Practitioner for his necessary involvement in the diagnostic-therapeutic process. The General Practitioner can facilitate access by scheduling, in agreement with the CSM, psychiatric visits at their clinic or at the person's home.

The first psychiatric visit is carried out at the CSM to which the citizen has booked. In the event that a person shows up at the CSM in a District other than that of residence, after the first visit they are advised to contact the CSM in the area of residence for the provision of treatment.

Urgent requests

In case of "emergency access", the visit is carried out as soon as possible and no later than 24 hours.

For people not yet under treatment, access is preferably through the emergency services, where the psychiatrist is always available.

During the closing hours of the services, emergency access is guaranteed by the Continuity Care Services (118). In case of danger for the safety of people or for public order, the institutional reference is the Police (112 and 113).

Guarantees relating to waiting times

- first urgent visit: within 24 hours (the response to emergencies, even at night and on holidays, is ensured by the presence of a psychiatrist in the emergency room of the Parma and Vaio hospitals 24 hours a day)
- first urgent visit priority U: within 72 hours
- first urgent priority B visit: within 10 working days
- first scheduled visit: within 30 working days

Multi-professional team

Psychiatrists, Psychologists, Nurses, Educators, Social Workers, Psychiatric Rehabilitation Therapists.

For all services, the payment of the fees is required, except for exemptions.

DAY-TIME CENTRE

People under treatment at the CSMs can be directed to the Day Centre organized in the "widespread" type for rehabilitation and assistance programs in the area, aimed at the acquisition or recovery of skills and abilities for the maximum possible autonomy and independence, in a relational, protected and structured space.

The Centre carries out individual and group interventions using psychiatric rehabilitation techniques, within a project agreed between the person, the team of the Centre and the sending CSM.

The service is free.

How to access the Services

Access to the Centre is voluntary and takes place upon sending the CSM.

Multi-professional team

Nurses, Educators, Psychiatric Rehabilitation Technicians, in collaboration with Expert Users.

PSYCHIATRIC RESIDENCES

People being treated at the CSMs can take advantage of a service at the Psychiatric Health Residences, in situations that cannot be managed temporarily in the area due to complexity and intensity.

The clinical-rehabilitation residential project includes a project agreed between the person, the team of the facility and the sending CSM.

Residential projects have a defined duration and are aimed at making discharge possible: in the Intensive structures the duration is 1 month, extendable by another month, while in the Extensive ones the duration is 1 year (in particular cases up to 2 years).

The service in the health residences is free.

The Social and Health Residences (Apartment Groups and Community Accommodation) are structures reserved for rehabilitation and assistance projects aimed at the acquisition or possible recovery of individual autonomy, in cases where a family and community network is not available to support the stay at home.

Although a maximum length of stay is not predefined, the projects are aimed at returning home and provide for periodic checks, which also involve the family and community network and the sending CSM.

Sharing of expenses is foreseen, according to specific regulation.

How to access the Services

Access to residential facilities is voluntary and takes place upon sending by the CSM.

Multi-professional team

Psychiatric Health Residences: Psychiatric Doctors, Nurses, Social-Health Operators, Educators, Psychiatric Rehabilitation Technicians.

Social-Health Residences: Educators, Social-Health Operators.

The psychiatric residences are partly entrusted to the management of Social Cooperatives.

HOSPITAL PSYCHIATRIC SERVICES

The psychiatric hospital network is made up of the University-run Hospital Psychiatric Services and the places with special agreements at the Accredited Private Hospital "Maria Luigia" (OPA).

The University-led Psychiatric Hospital Services (SPO) include the Psychiatric Diagnosis and Care Service (SPDC), the Intensive Hospital Psychiatric Service (SPOI), the Consultation-Liaison Service, the Day Hospital and the Outpatient Specialist Service.

Psychiatric patients that cannot be managed on the territory are hospitalized at SPOI, SPDC, OPA, usually on a voluntary basis, guaranteeing therapeutic continuity with the other services of the DAI-SMDP. According to current legislation, hospitalization under the Compulsory Health Treatment (TSO) can only be arranged in SPDC.

The SPO also guarantees consultancy in the emergency room and in the wards of the Parma hospital and urgent hospitalizations from the emergency rooms of the Parma and Vaio hospitals.

The Day Hospital is dedicated to clinical investigations and pharmacological treatments that require particular intensity of care.

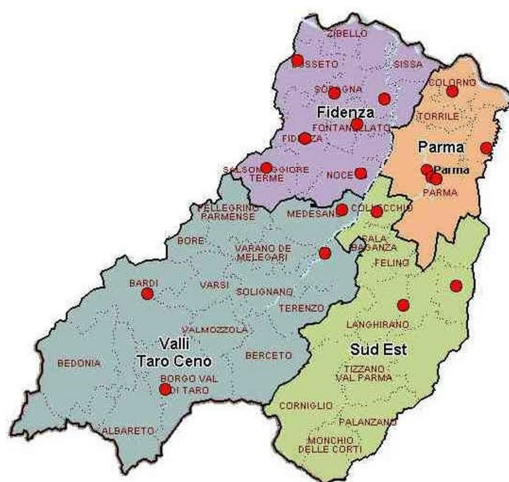
The Outpatient Specialist Service is dedicated to consultations and joint care of the psychiatrist with the General Practitioner.

How to access the Services

Admissions are arranged by the doctors of the DAI-SMDP services, both in urgency and in scheduled mode.

Multi-professional team

Psychiatrists, Nurses, Social Health Operators, in collaboration with Psychologists, Educators, Psychiatric Rehabilitation Technicians, Social Workers.



MENTAL HEALTH CENTERS (CSM)

CSM Parma	Sede CSM PARMA EST	L.go Natale Palli, 1 (c/o Casa della Salute "Parma Centro")	0521.396661
	Sede CSM PARMA NORD OVEST	Via G. Vasari, 13	0521.396522
	Ambulatorio COLORNO	Via Suor Maria, 3	0521.316538
	Ambulatorio SORBOLO	Via del Donatore, 2	0521.393371
CSM Fidenza	Sede CSM FIDENZA	Via Berenini, 153	0524.515429
	Ambulatorio SALSOMAGGIORE TERME	Via Roma, 1	0524.581824/23
	Ambulatorio SAN SECONDO P.SE	P.zza Martiri Libertà, 1	0521.371751/62
	Ambulatorio BUSSETO	Via XXV Aprile, 2	0524.932809/23
	Ambulatorio NOCETO	Via Dalla Chiesa, 30	0521.667414
	Ambulatorio FONTANELLO	Via XXIV Maggio, 16	0524.515980/84
CSM SudEst	Ambulatorio SORAGNA	Via Mazzini, 20	334.6826479
	Sede CSM LANGHIRANO	Via Roma, 42/1	0521.865258/60
	Ambulatorio COLLECCHIO	Via Rosselli, 1	0521.307027
	Ambulatorio TRAVERSETOLO	Via IV Novembre, 33	0521.844922
CSM Valli Taro Ceno	Sede CSM FORNOVO	Via Solferino, 37	0525.300427
	Ambulatorio BORGO VALDITARO	Via Benefattori, 12	0525.970329
	Ambulatorio MEDESANO	P.za Rastelli, 2	0525.970453

PSYCHIATRIC HEALTH RESIDENTIAL FACILITIES

Residenza Sanitaria a Trattamento Intensivo "F. Santi"	PARMA Via Vasari, 13	0521.396512
Posti letto in RTI Ospedale Privato Accreditato "Maria Luigia"	MONTICELLI TERME Via Montepelato Nord, 41	0521.682511
Residenza Sanitaria a Trattamento Estensivo "1 Maggio"	COLORNO Via Roma, 16	0521.393391
Residenza per l'Esecuzione delle Misure di Sicurezza (REMS)	CASALE DI MEZZANI Via IV Novembre, 2	0521.393919/24
Presidio Residenziale Psichiatrico	FIDENZA Via Don Tincati 5, VAIO	0524.515430
Residenza Sanitaria a Trattamento Estensivo "La Fattoria di Vigheffio" GestionePro.Ges	VIGHEFFIO Via Farnese, 17	

RESIDENTIAL SOCIO-HEALTH FACILITIES		
Distretto di Parma	Comunità Alloggio "Casamica"	PARMA
	Gestione Consorzio Zenit (Coop.Pro.Ges)	Via Mordacci, 10
	Gruppo Appartamento	PARMA
	Gestione Consorzio Solidarietà Sociale (Coop. Cabiria)	Via Cocconcelli, 3
	Gruppo Appartamento	PARMA
	Gestione Consorzio Zenit (Coop. Pro.Ges)	Via Mamiani della Rovere, 5
	Gruppo Appartamento	PARMA
	Gestione Consorzio Solidarietà Sociale (Coop. Avalon)	Via Verona, 14
	Gruppo Appartamento	PARMA
	Gestione Consorzio Solidarietà Sociale (Coop. Sirio)	P.le Passo del Ticchiano, 7
Distretto di Fidenza	Comunità socio-riabilitativa ad alta intensità terapeutica per persone affette da Disturbi del Comportamento Alimentare "In Volo" Gestione Fondazione CEIS	PARMA Str. Paullo, 22
	Residenza Sanitaria a Trattamento Estensivo "Il Villino" Gestione Coop. Pro.Ges	SALSOMAGGIORE TERME Via Davalli, 5
	Gruppo Appartamento	SALSOMAGGIORE TERME
	Gestione Coop Pro.Ges	Via Davalli, 5
	Gruppo Appartamento	VIAZZANO
	Viazzano	Via S. Ilario, 9
Distretto Sud Est	Microalloggi "Villa Celestina Negri"	PONTE TARO (NOCETO) V. Montale 4
	Gruppo Appartamento	VIGHEFFIO
	"La Fattoria" di Vigheffio Gestione Coop Pro.Ges	Via Chiesa
	Casa protetta "Villa Matilde"	BAZZANO V. Costa, 52
Distretto Valli Taro Ceno	Comunità Alloggio "L'appennino"	PELLEGRINO P.SE
	Gestione Coop Auroradomus	Via Roma,51
	Gruppo Appartamento "Villino di Pontetaro"	PONTETARO DI NOCETO
	Gestione Consorzio Zenit (Coop. Pro.Ges)	Via Montale, 4
	Gruppo Appartamento Pellegrino Parmense	PELLEGRINO P.SE
	Gestione Coop. Auroradomus	Via Micheli, 1
DAY-TIME CENTER "F. SANTI"		
	PARMA, Via Vasari, 13	0521.396518
HOSPITAL PSYCHIATRIC SERVICES WITH UNIVERSITY MANAGEMENT		
Servizio Psichiatrico di Diagnosi e Cura (SPDC)	PARMA , V.le Gramsci, 14	0521.396840
Servizio Psichiatrico Ospedaliero Intensivo (SPOI)	(presso Ospedale Maggiore– Padiglione "Braga")	0521.396800
Day Hospital Psichiatrico		0521.396819
INTENSIVE PSYCHIATRIC SERVICE AT PRIVATE HOSPITAL M. LUGIA		
Ospedale Privato Accreditato "Maria Luigia"	MONTICELLI TERME, Via Montepelato Nord, 41	0521.682511

DIAGNOSTIC THERAPEUTIC ASSISTANCE PATH EATING DISORDERS (*PDTA DCA*)

The DCA service is aimed at people aged 12 to 35 with eating disorders, offering timely, articulated and integrated interventions between hospital and territory.

It provides an integrated multi-professional approach, involving professionals from Adult Mental Health, Child and Adolescent Neuropsychiatry, internists, nutrition technicians and specialists in artificial nutrition.

It collaborates with other rehabilitation structures in the area (Accredited Hospital "Maria Luigia" in Monticelli Terme and "In Volo" socio-rehabilitation residence in Parma) and with self-help mutual associations dedicated to these types of disorders (eg "Sulle Ali of Minds AB").

How to access the Service

You can access the service either directly or upon sending by a General Practitioner, a Pediatrician or a specialist doctor.

PDTA EATING DISORDERS	
MONDAY AND TUESDAY	0521.396948
WEDNESDAY, THURSDAY AND FRIDAY	0521.396824

“BUDGET DI SALUTE” PROJECTS

For people treated at the DAI-SMDP services suffering from serious psychiatric pathologies and with complex socio-health needs, the CSM can implement territorial therapeutic rehabilitation projects with a *budget di salute*, in agreement with the Social Services of the municipalities of residence.

Budget di salute supports individualized projects aimed at favouring the person's stay in the chosen domicile, involving the various subjects of the community.

The project is tailor-made and participated with the person taking into account their preferences, through interventions in the areas of living, training-work and social-communication, based on specific objectives.

Projects with *budget di salute* are regularly monitored and verified with the active participation of the person involved.

PATHOLOGICAL ADDICTIONS

The Pathological Addictions Program offers prevention, treatment and rehabilitation services to people with addiction problems and their families; it collaborates with various Departments, Health Services and other Institutions for problems related to addictions to legal substances (alcohol, tobacco, drugs), illegal substances (drugs) and to behavioural addictions (such as pathological gambling or internet addiction).

In each district of Parma AUSL there is a Pathological Addiction Service (SerDP).

Unità di Strada operates throughout Parma provincial territory, with information and health protection purposes.

Drop-in Day Center is also available in Parma, with the purpose of social and health protection for people addicted to drugs or alcohol.

There are also two stop-smoking centres and a medical-legal clinic for pathological addictions.

SERVICES FOR PATHOLOGICAL ADDICTIONS (Ser DP)

SerDPs are territorial services aimed at ensuring reception, care and assistance for people with addiction problems, through personalized therapeutic programs.

They carry out reception interventions, medical visits, detoxification treatments, psychological treatments, social and educational support. They also operate in network with Local Authorities and the Social Private Party. They guarantee access to programs in Therapeutic Communities on the basis of personalized projects.

How to access the Service

SerDP can be accessed freely by telephone or by going directly to the clinics during the opening hours of the Services.

The citizen who comes to the Service is welcomed by an operator (Professional Educator or Social Assistant) who provides the initial information and activates the observation phase and any treatment plan.

Although access is free, the involvement of the General Practitioner is always useful to improve diagnostic and therapeutic activities.

Multi-professional team

Doctors, Psychologists, Nurses, Social Workers, Educators

The services are free.

STOP SMOKING CENTER

The Stop Smoking Centres are clinics in which qualified doctors offer motivational and / or pharmacological support to smokers who undertake the process of quitting smoking.

There are two Stop Smoking Centres in the area, one in Parma and one in Fidenza, aimed at all citizens of the province.

How to access the Services

It is necessary to request a "Visit for smoking" or "Visit to the Stop Smoking Center" by the General Practitioner. The first visit can be booked at the CUP or by calling the toll-free number of the AUSL 800.629.444.

Access and subsequent visits are free.

PROXIMITY SERVICES: "UNITÀ DI STRADA" AND DROP-IN

Proximity services are easy and free to access, inspired by the principles of prevention, protection, promotion and development of health for both drug users and citizens. They collaborate with public

institutions, private companies and with the local community.

The operational orientation is aimed at maintaining / obtaining the highest possible level of health even when the lifestyle includes psychoactive consumption that is potentially dangerous to health itself.

The Pathological Addiction Unità di Strada operates in Parma and its province providing information, awareness and risk reduction interventions in the context of youth aggregation and with "Harm Reduction" programs aimed at limiting the effects of the use of drugs on both consumers and the population in health, social and economic terms. Its activity is aimed at contacting the youth / adult population who consume, abuse, depend on drugs or alcohol, for information and health protection purposes. The preventive activity takes place with students in schools, with the youth groups in streets and squares, in the contexts of night entertainment (clubs or musical events in Parma and its province), in the Youth Centres, in collaboration with associations and local authorities.

The Drop-In is a day-centre that welcomes people addicted to drugs or alcohol for social and health protection purposes, with a view to improving the quality of life (harm reduction). It also provides information, assistance, counseling and connection to socio-health services in the area. Access is direct or can be mediated by the Unità di Strada or SerDP operators.

MEDICAL LEGAL CLINIC FOR PATHOLOGICAL ADDICTIONS

The medical-legal clinic issues "non-alcohol / drug addiction" certifications in the context of procedures for:

- revision of driving licenses for Art. 186 and 187 of the Highway Code
- assessment for workers with jobs at risk
- international adoptions
- release of firearms license
- access to particular State careers.

The Clinic also organizes the courses provided as part of the revision of the driving license for drunk driving or drug use (Articles 186 and 187 of the Highway Code):

- Info-educational courses, upon reservation at the CUP counters or telephone booking at the Ausl toll-free number 800 629 444 on the recommendation of the Secretariat of the Licensing Commission
- Second level courses for repeated infringements of art. 186 C.d.S. (repeat offenders).

The inspections for the revision of the driving license can be booked at the CUP or through the Ausl toll-free number (800 629444) on the recommendation of the Secretariat of the Licensing Commission.



SERVICES FOR PATHOLOGICAL ADDICTIONS (SER DP)

SerDP Parma	Sede di SerDP PARMA	PARMA Str. dei Mercati, 15/b	0521.393136
	Ambulatorio di COLORNO	COLORNO Via Suor Maria, 3	0521.316726
SerDP Fidenza	Sede di SerDP di FIDENZA	FIDENZA Via Berenini, 153	0524.515651
SerDP SUD-EST	Sede di SerDP di LANGHIRANO	LANGHIRANO Via Roma, 42/1	0521.865113
SerDP Valli Taro e Ceno	Sede di SerDP VALLI TARO E CENO	FORNOVO Via Solferino, 37	0525.300402
	Ambulatorio di BORGO VAL DI TARO	BORGO VAL DI TARO Benefattori, 12	0525.970330

STOP SMOKING CENTRE

PARMA, Via Pintor, 1 (c/o Casa della Salute Pintor-Molinetto)	0521.393062
FIDENZA, Via Don Tincati 5, VAIO (c/o Ospedale di Vaio)	0524.515020

DROP-IN AND UNITA' DI STRADA

PARMA, Str. dei Mercati, 7	0521.992667 331.6449753 Fb: Unità Di Strada Parma Instagram: @unitadistradaparma Tiktok: unità di strada Parma
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COMMITTEE OF USERS AND FAMILIES (CUF)

The CUF (Committee of Users and Families) was established in March 2020 and is made up of voluntary associations engaged in the areas of mental health (Adult Psychiatry, Childhood and Adolescent Neuropsychiatry, Pathological Addictions). It has consultative functions and the aim of promoting the participation of citizens and patients.

The tasks of the CUF are the detection of the quality of mental health services and the proposal of possible improvements. From a cultural point of view, it is committed to breaking down the stigma and promoting the rights and duties of the mentally ill.

Together with similar Committees of other provinces of Emilia-Romagna, Parma CUF also participates in the work of the Regional Council for mental health of the Emilia-Romagna Region.

The meetings of the CUF are attended by the Director of the DAI-SMDP, the Directors of the Disciplinary Areas and any other professionals in relation to specific issues. On the mandate of the Committee, the President transmits proposals and suggestions to DAI-SMDP Direction and to Ausl Direction.

CUF HEADQUARTERS

L.go Palli, 1/A - Parma (c/o Casa della Salute "Parma Centro")	0521.396628	e-mail: rdestasio@ausl.pr.it
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VOLUNTARY ASSOCIATIONS

	NAME	DESCRIPTION	ADDRESS	CONTACTS
CHILDREN AND TEENAGERS	AID	Italian Dyslexia Association	str. Naviglio Alto, 4 - Parma	Tel: 351.0129949 e-mail: parma@aiditalia.org
	ANFFAS	Association of families of people with intellectual and/or relational disabilities	via Bassano del Grappa, 10/a - Parma	Tel: 0521.782260 e-mail: anffasdiarma@virgilio.it
	ANGSA Parma	National association of parents with children with autism	Via Montebello, 80 - Parma	Tel: 335.5490322 e-mail: parma@angsa.it
	AVA	Autism Volunteers Association		Tel: 346.0891332 e-mail: asamail19@gmail.it
	FA.CE. Onlus	Association of families of people with brain damages	str. Martinella, 86 - Parma	Tel: 340.5777843 e-mail: faceparma@alice.it annalisa.gabbi@gmail.com
	NOI UNITI PER L'AUTISMO	Association for the promotion of the rights of people with autism	Via Turchi, 3 - Parma	Tel: 348.7582461 e-mail: noiunitiperautismo@gmail.it
ADULTS MENTAL HEALTH	ARAP Parma	Association for the reform of psychiatric care	c/o Luciano Prando Via Diaz 13 - 43039 Salsomaggiore Terme	Tel: 340.4781869, 0524.573327 e-mail: luciano.prando@gmail.com
	LA LUNA E IL SOLE	Social aggregation centre	Str. Carnevala - Felegara di Medesano	Tel: 392.9780984 e-mail: vanessa.gandi@consorziofantasia.it
	LETTERA 27	Self-help association for social inclusion		Tel: 339.4804529, 370.3684497 www.lettera27aps.com/ e-mail: lettera27pr@gmail.com
	LIDAP	Italian league against anxiety disorders		Tel: 0521.463447 / 0521.492706 / 328.2199766 e-mail: info@lidap.it giuseppe@lidap.it
	PROGETTO ITACA PARMA	Foundation that promotes information prevention, support and rehabilitation programs aimed at people with mental health disorders and their families	B.go Pipa 3 - Parma	Tel: 0521.508806 e-mail: info@progettoitacaparma.org direzioneclub@progettoitacaparma.org

	SLEGATI	Cultural association		329.8681950
	VA' PENSIERO	Association for the promotion of physical activity and sport, for patients followed by CSM	Centro "Santi" via Reggio, 43 - Parma	Tel: 0521.396524 e-mail: vapensiero@live.it
	VIVERE	Self-help association	v.le Piacenza, 27 - Parma	0521.982081 mariacristinaargo@gmail.com
	SULLE ALI DELLE MENTI AB	Association for people with eating disorders	via Montegrappa, 29 - Borgo Val di Taro	Tel: 0525.90254, 339.5001571 e-mail: giu2207@virgilio.it
ADDICTIONS	A.A.	Self-help association for anonymous alcoholics		Tel. 3388958181 / 800411406 e-mail: aa.gruppi-parma@libero.it
	ACAT IL VOLO	Association of alcoholics under treatment	via Testi, 4/a - Parma	Tel. 0521.242050 e-mail: acat.parmasud@virgilio.it
	AL-ANON	Self-help association for family members of people with alcohol-related problems		Tel. 80087897
	CASAPERTA	Association for the support, human promotion and social integration of drug addicts and their families (CEIS Foundation ONLUS)	via Paullo, 20 - Parma	Tel: 0521.786235 / 334.6498052 e-mail: volontaricasaperta@gruppocois.org
	GIOCATORI ANONIMI	Self-help association	c/o parrocchia S.Andrea via Berzioli, 11 - Parma	Tel. 3335731984 / 3669767970 e-mail: parma@giocatorianonimi.org
	GRUPPO AMICI ONLUS	Association for the prevention, rehabilitation and social reintegration of people with drug problems	via Cabriolo, 75 - Fidenza	Tel. 0524.83402 e-mail: a.corsini@casadilodesana.org
	IL CERCHIO AZZURRO Onlus	Support for people with vulnerable children, relatives or friends	via Testi, 4/a - Parma	Tel: 3457992626 e-mail: cerchioazzurro@virgilio.it
	IN VIAGGIO	Association for the prevention and fight against pathological addictions	via Testi, 4 - Parma	Tel: 334.7425681 e-mail: inviaggio.parma@gmail.it
	SAN CRISTOFORO	Association for the help of people living in precarious conditions	Via Duca Alessandro 56/3 Parma	Tel. 0521 499156 Email: operasancristoforo@gmail.com

MIXED CONSULTING COMMITTEES (CCM)

The Mixed Advisory Committees (CCM) are present in every AUSL of the Emilia-Romagna Region and represent one of the main tools available to citizens to participate in improving the quality of health services.

There are 4 CCMs at Parma AUSL, one for each District: Parma, Fidenza, South-East and Valli Taro-Ceno.

They are composed for the most part of members elected by voluntary and citizen protection associations and, in a minority, by AUSL representatives. Within the CCM there is also a General Practitioner and a representative of the District Committee.

The primary objective of the CCM is to encourage the participation of citizens in the decision-making process of the AUSL for aspects relating to improving the quality of services on the user side, with particular attention to access to services. For this purpose, the CCMs also collaborate with the Public Relations Offices (URP).

Each citizen has the right and the possibility to express their opinion to the CCM, through direct contact, through the Public Relations Office or through a voluntary association.

MIXED CONSULTING COMMITTEES

Distretto di Parma	Str. del Quartiere, 2/A – Parma	e-mail: CCMdistrettoparma@ausl.pr.it
Distretto di Fidenza e Presidio Ospedaliero di Fidenza e S. Secondo	Via Don Enrico Tincati, 5 – Loc. Vaio – Fidenza	e-mail: CCMdistrettofidenza@ausl.pr.it
Distretto Sud-Est	Via Roma, 42/1 – Langhirano	e-mail: CCMdistrettosudest@ausl.pr.it
Distretto Valli Taro e Ceno e Presidio Ospedaliero di Borgotaro	Via Benefattori, 12 – Borgo Val di Taro	e-mail: CCMdistrettovallitaroeceno@ausl.pr.it

COMMITMENTS OF THE SERVICE CHARTER

The DAI-SMDP is a health service accredited by the Emilia-Romagna Region. The accreditation process implies a constant commitment to planning and verifying the activities and evaluating the results achieved, to promote actions aimed at the continuous improvement of the quality of health care.

In this process, the active participation of service users and their families is an essential element.

The main commitments undertaken by the Department are listed below:

TIMELINESS: WAITING TIMES FOR ACCESS TO SERVICES		
The DAI-SMDP prepares an Access Plan, which describes how to access the various services. The timeliness of response to first visit requests is the fundamental indicator, which is regularly monitored.		
<i>indicator</i>		<i>standard</i>
NPIA and CSM	no. first visits made within 30 days of submitting the request / no. first visit requests	≥90%
SerDP	Direct access guarantees first contact in the shortest possible time and in any case no later than 3 working days from the request.	

RESPECT AND INVOLVEMENT OF PATIENTS AND THEIR FAMILIES IN THE HEALTHCARE PROCESS		
The DAI-SMDP directs its interventions towards treatments based on consent, collaboration and respect for freedoms and rights. In addition to complying with the regulations that provide for the collection of Informed Consent to treatments, the professionals involve the patient in the choices and definition of the treatment plan		
<i>indicator</i>		<i>standard</i>
Nr. personalized projects signed by the patient / nr. personalized projects		≥80%

PERSONALIZED HEALTHCARE PROCESS		
The DAI-SMDP guarantees for each patient an personalized, written and periodically verified intervention plan, which includes assistance and re-education to life skills as an integral part of the healthcare process		
<i>indicator</i>		<i>standard</i>
Nr. Personalized projects signed by the patient / nr. personalized projects		≥70%

ABBREVIAZIONI E SIGLE		
AUSL	<i>Azienda Unità Sanitaria Locale</i>	LOCAL HEALTH CARE UNIT
CAGE	<i>Centro Adolescenza e Giovane Età</i>	CENTRE FOR ADOLESCENTS AND YOUNG AGES
CCM	<i>Comitato Consultivo Misto</i>	MIXED ADVISORY COMMITTEE
CNPIA	<i>Centro di Neuropsichiatria dell'infanzia e dell'Adolescenza</i>	CENTERS FOR NEUROPSYCHIATRY OF CHILDHOOD AND ADOLESCENCE
CSM	<i>Centro di Salute Mentale</i>	MENTAL HEALTH CENTER
CUF	<i>Comitato Utenti Familiari</i>	COMMITTEE OF USERS AND FAMILIES
CUP	<i>Centro Unico di Prenotazione</i>	COMMON BOOKING CENTER
DAI SM-DP	<i>Dipartimento Assistenziale Integrato Salute Mentale e Dipendenze Patologiche</i>	INTEGRATED WELFARE DEPARTMENT OF MENTAL HEALTH AND PATHOLOGICAL ADDICTIONS
DCA	<i>Disturbi del Comportamento Alimentare</i>	EATING DISORDERS
MMG	<i>Medico di Medicina Generale</i>	GENERAL PRACTITIONER
NPIA	<i>Neuropsichiatria dell'infanzia e dell'Adolescenza</i>	NEUROPSYCHIATRY OF CHILDHOOD AND ADOLESCENCE
OPA	<i>Ospedale Privato Accreditato</i>	ACCREDITED PRIVATE HOSPITAL
PDTA	<i>Percorso Diagnostico Terapeutico Assistenziale</i>	DIAGNOSTIC THERAPEUTIC ASSISTANCE PATH
RTI-RTP/M	<i>Residenza a trattamento Intensivo e Post-Acuzie per Minori</i>	RESIDENCE WITH INTENSIVE AND POST-ACUZIE TREATMENT FOR MINORS
SerDP	<i>Servizio Dipendenze Patologiche</i>	SERVICE FOR PATHOLOGICAL ADDICTIONS
SPDC	<i>Servizio Psichiatrico Diagnosi e Cura</i>	PSYCHIATRIC DIAGNOSIS AND CARE SERVICE
SPO	<i>Servizi Psichiatrici Ospedalieri</i>	UNIVERSITY-LED PSYCHIATRIC HOSPITAL SERVICES
SPOI	<i>Servizio Psichiatrico Ospedaliero Intensivo</i>	INTENSIVE HOSPITAL PSYCHIATRIC SERVICE
TSO	<i>Trattamento Sanitario Obbligatorio</i>	COMPULSORY HEALTH TREATMENT
URP	<i>Ufficio Relazioni con il Pubblico</i>	PUBLIC RELATIONS OFFICES